



Interactive Voice Response

A new Interactive Voice Response (IVR) replacement system for managing inbound telephone call traffic was implemented and application development is progressing.

Agencies with notable IVR applications include the Department of Human Services, the Department of Game and Fish, the Workers Compensation Bureau, Job Service North Dakota, and the Bank of North Dakota.

Video Conferencing

Video conferencing is another area of growth, specifically with the James River Correctional Center, the North Dakota University System, and Department of Human Services.

The Interactive Video Network (IVN) was brought up on a high-speed Internet link across the LATA.

Online Dakota Information Network

Thirteen libraries were added to the Online Dakota Information Network (ODIN).



Glossary

Bandwidth: A measurement of the volume of information that can be transmitted over a network at a given time. Think of a network as a water pipe - the higher the bandwidth (the larger the diameter of the pipe), the more data (water) can pass over the network (through the pipe).

Broadband: A transmission medium capable of supporting a wide range of frequencies, typically from audio up to video frequencies. It can carry multiple signals by dividing the total capacity of the medium into multiple, independent bandwidth channels, where each channel operates only on a specific range of frequencies.

Data Warehouse: A very large database system for storing, retrieving and managing large amounts of any of data. Data warehouse software often includes sophisticated search techniques for fast searches, as well as advanced filtering.

DHCP: (Dynamic Host configuration Protocol) A protocol that provides a means to dynamically allocate IP addresses to computers on a local area network.

Digital Signatures: A coded message added to an electronic document or data by the sender which guarantees the identity of the sender and that the contents are those of the sender and have not been changed or corrupted.

Domain Name: Allows you to reference Internet sites without knowing the true numerical address.

E-Commerce: Conducting business communications and transactions by the use of computers and electronic communications. The buying and selling of products and services, and the transfer of funds through the use of electronic data interchange (EDI), electronic money exchange, web sites, online databases, computer networks, and point-of-sale (POS) computer systems.

EDMS: (Electronic Document Management System) A collection of enabling technologies which provide for the electronic capability to distribute, display, organize, and manage the flow of information among users and across organizations. An EDMS system is commonly comprised of 4 component technologies: document management, electronic imaging, automated workflow, and electronic forms. Most systems, however, begin with document management and imaging components.

E-Gov: (Electronic Government) The ability for government to provide access to services and information twenty-four hours a day, seven days a week, i.e. e-commerce for government.

ERP: (Enterprise Resource Planning) A multi-module software system that supports enterprise resource planning and management. An ERP system typically includes a relational database and applications for managing purchasing, inventory, personnel, customer service, financial planning, and other important aspects of the enterprise.

Ethernet: Developed by Xerox, Digital and Intel (IEEE 802.3), this is the most widely used LAN access method. Normally, all stations on a segment share the total bandwidth, which is 10Mbit/s (Ethernet), 100Mbit/s (Fast Ethernet) or 1000Mbit/s (Gigabit Ethernet). With switched Ethernet, each sender and receiver pair have the full bandwidth.

Firewall: An electronic boundary that prevents unauthorized users from gaining access to a computer network.

GIS: (Geographic Information Systems) A digital mapping system used for exploration, demographics, dispatching and tracking. The system allows for the capturing, storing, checking, integrating, manipulating, analyzing and displaying data related to positions on the Earth's surface. Typically, GIS is used for handling maps of one kind or another. These might be represented as several different layers where each layer holds data about a particular kind of feature (e.g. roads, utility lines). Each feature is linked to a position on the graphical image of a map.

Home Page: The first page of a web site. Also, the web site that automatically loads each time you launch your browser.

Host: The name of a specific machine within a larger domain.

HTML: (HyperText Markup Language) A collection of tags typically used in the development of web pages.

HTTP: (HyperText Transfer Protocol) A set of instructions for communication between a server and a web browser.

Hyperlink: A reference link in a web document that leads to another web site or another place within the same document. The hyperlink is usually displayed in some distinguishing way, e.g. a different color, font, style, or underlined. The hyperlink may also be a picture.

Internet: The global computer network, composed of thousands of WANs and LANs that uses TCP/IP to provide world-wide communications to homes, schools, businesses and governments. The web runs on the Internet.

IP: (Internet Protocol) The network protocol used to route information from its source to its destination over the internet.

IVR: (Interactive Voice Response) A telecommunications system that uses a prerecorded database of voice messages to present options to a user. User input is retrieved via key presses. These systems typically allow users to store, retrieve, and route messages, as well as interact with an underlying database server which may allow for automated transactions and data processing.

LAN: (Local Area Network) A network of computers confined within a small area, such as an office building.

LATA: (Local Access and Transport Area) The geographic areas defined by the Court of Appeal limiting the long distance services provided by the Regional Bell Operating Companies (RBOC). The RBOC's may not transport calls across a LATA line.

Link: Another name for a hyperlink.

Multimedia: A combination of media types on a single document, including: text, graphics, animation, audio and video.

Nameserver: A computer running a program that converts domain names into appropriate IP addresses and vice versa.

Network: A group of two or more computer systems linked together. There are many types of computer networks, including LANs and WANs.

ODIN: (Online Dakota Information Network) A web based library system which is maintained by the University of North Dakota that serves as an Internet gateway to North Dakota Higher Education, private, public, K-12, hospital, special, and state agency libraries and resources. (<http://www.odin.nodak.edu/>)

Relational Database: A database in the form of tables which have rows and columns to show the relationships between items, and in which information can be cross-referenced between two or more tables to generate a third table. A query language is used to search for data. If data is changed in one table, it will be changed in all related tables.

T1: A category of leased telephone line service, allowing transfer rates of 1.5 Mbps (megabytes per second) over the Internet. Too expensive for home users (around \$2000 per month), but commonly found in business environments.

TCP/IP: (Transmission Control Protocol/Internet Protocol) This protocol is the foundation of the Internet, an agreed upon set of rules directing computers on how to exchange information with each other. Other Internet protocols, such as FTP and HTTP sit on top of TCP/IP.

Token Ring: Developed by IBM (IEEE 802.5), this is the second most widely used LAN access method (behind Ethernet). It uses a token ring access method and connects up to 255 nodes in a star topology at 4 or 16Mbit/s.

VPN: (Virtual Private Network) The use of encryption, authentication and access control technologies and services to provide a secure connection through an insecure network, typically the internet. It has the appearance and functionality of a dedicated private line over which encrypted data is transported.

Web Portal: A web site that serves as a “doorway” to available information, services, or products which aggregates and indexes the information to present it in a consistent and easy to use fashion.

Web Site: A single web page or a collection of related web pages accessed using a web browser.

WAN: (Wide Area Network) A geographically dispersed network formed by linking several computers or local area networks (LANs) together over long distances, usually using leased long-distance lines. WANs can connect systems across town, in different cities, or in different regions of the world.

WWW: (World Wide Web, or simply web) The global collection of web sites located on the Internet that operate using the HTTP protocol.

XML: (Extensible Markup Language) A metalanguage which describes web data and its structure (unlike HTML, which describes how data should be presented). XML allows web builders to create their own markup languages.

